BC PharmaCare Newsletter

Published by PharmaCare to provide information for British Columbia's health care service providers.

Health Insurance BC Changes to the PharmaCare Phone and Fax Numbers

Health Insurance BC (HIBC) is the new name for the administrative operations of the Medical Services Plan (MSP) and PharmaCare, including Fair PharmaCare.

In April 2005, HIBC established new phone and fax numbers for PharmaCare services. To ensure a smooth transition, existing Ministry of Health phone and fax numbers were forwarded to the new HIBC numbers.

To consolidate and simplify the HIBC PharmaCare numbers, the remaining Ministry of Health phone and fax numbers will be discontinued on November 1, 2006. As of August 1, 2006, if you call one of the discontinued numbers, you will be re-directed to the appropriate new phone number. These messages will run through to November 1, 2006.

All Victoria contact numbers used by health care service providers such as pharmacists, physicians, emergency departments and software vendors are being discontinued. As a reminder, the numbers for the public are 1-604-683-7151 for Vancouver area callers and toll-free 1-800-663-7100 for callers outside the Vancouver area.

IMPORTANT: Information on the specific changes to numbers used by health care service providers will be mailed directly to providers. We would like to remind all pharmacies and other suppliers that contact numbers reserved for use by service providers should not be shared with the public as this would slow down response times.

When you receive the mailing, please ensure that all discontinued phone and fax numbers are removed from your telephone, fax and computer systems and replaced with the new contact numbers.

The retirement of the Ministry of Health numbers will have no effect on PharmaNet Help Desk or the PharmaCare Information Support service other than discontinuing the Victoria phone and fax numbers.

The use of PharmaNet is not intended as a substitute for professional judgment. Information on PharmaNet is not exhaustive and cannot be relied upon as complete. The absence of a warning about a drug or drug combination is not an indication that the drug or drug combination is safe, appropriate or effective in any given patient. Health care professionals should confirm information obtained from PharmaNet, and ensure no additional relevant information exists, before making patient care decisions.